**New visitors information**

* On entering centre please

Fill in the open visiting order

With Prisoners name and prison number, also all visitors names.

Hand to visitors centre staff who will give you a raffle ticket

These are given out on first come basis and determine your entry to the prison for your visit.

* Next make your way to ID check in located at the end of the centre through the double doors located between the lockers.
* Prison officers will check your visit and ID New visitors will have a photo and fingerprint taken which goes into the Biometric system.
* You will be given a plastic wristband which informs the prison you’ve been through id procedure and you have a visit that session. Please keep on until you return to the centre after visiting.
* On subsequent visits you will use the fingerprint check- in machine.
* Visitors can only bring coins and no notes to visits hall, money can be changed at the refreshments bar £15.00. Per adult.
* Lockers are the old pound coins but a token can be bought for a £1.00 and refunded after visits.
* **Only coins locker key and your visits form can be brought with you to visits**, you will be searched on entry to prison and will have to return if any other items are in your possession.
* **Exceptions** are empty baby bottles and essential medication. Please speak to staff about medication which needs to be bagged and tagged and given to senior officer on entry to visits hall.
* Baby milk, drinks and food are available for purchase in visits hall Refreshment bar, also nappies and wipes are available free to visitors.

You can if you wish to leave a donation for these.

Buggies have to be left in centre, we have padlocks £1.00.

Returnable for you to chain buggy outside the centre in enclosed area. Please ask staff if required.

* The prison calls the centre when time for visits to start

Approximately 2 PM and centre staff call out the raffle ticket numbers in order and generally in groups of ten.

* Visitors make their way up path into the prison, through the search area then on to the visits hall.
* Please note at times there are drug dogs on duty, they will not bother you and only sit down in front of visitors if illegal substances are smelled by dogs.
* Your finger print is used by you on various times in and out of prison.
* A well stocked and varied menu is available for visitors and prisoners from Tea Bar during visits.
* We also have a children’s play area in the hall manned by our trained staff.
* On return to centre please retrieve your property from Lockers and swap back the token.
* Please note in person booking forms are available in the centre for you to request your next visit.
* Also APVU FORMS are available on request for visitors requiring assistance for travel costs.
* Staff are always available for advice, information or to talk with you on all queries regarding prisoners in High Down.

Property desk manned by prison staff is open for handing in and out of prisoners’ property every visiting day between 10.30 am and 1.15 pm. This is also located through double doors and staff operate from right side of counter.

We are here to help and assistance is always available.

Our priority is for your visit to be as easy and friendly as we can make it. We appreciate how important visits are for prisoners and their families and friends.